

Welcome to

Increasing First-Generation Students' College Success Through Virtual and In- Person Individualized Advising and Support



The webinar will begin promptly at 12:00 PT/3:00 ET

*The webinar will begin soon. While you wait, please share in the chat box: **Your name, role, organization name, and location.***



Increasing First-Generation Students' College Success Through Virtual and In- Person Individualized Advising and Support



October 4, 2017

12:00-1:00 PT



Agenda



- 1** Welcome and introductions
- 2** Introduction to the research evidence
- 3** *Future Connect: A comprehensive in-person coaching model*
- 4** Q&A
- 5** *Dell Scholars Program: A virtual data-driven support model*
- 6** Q&A
- 7** Wrap-up

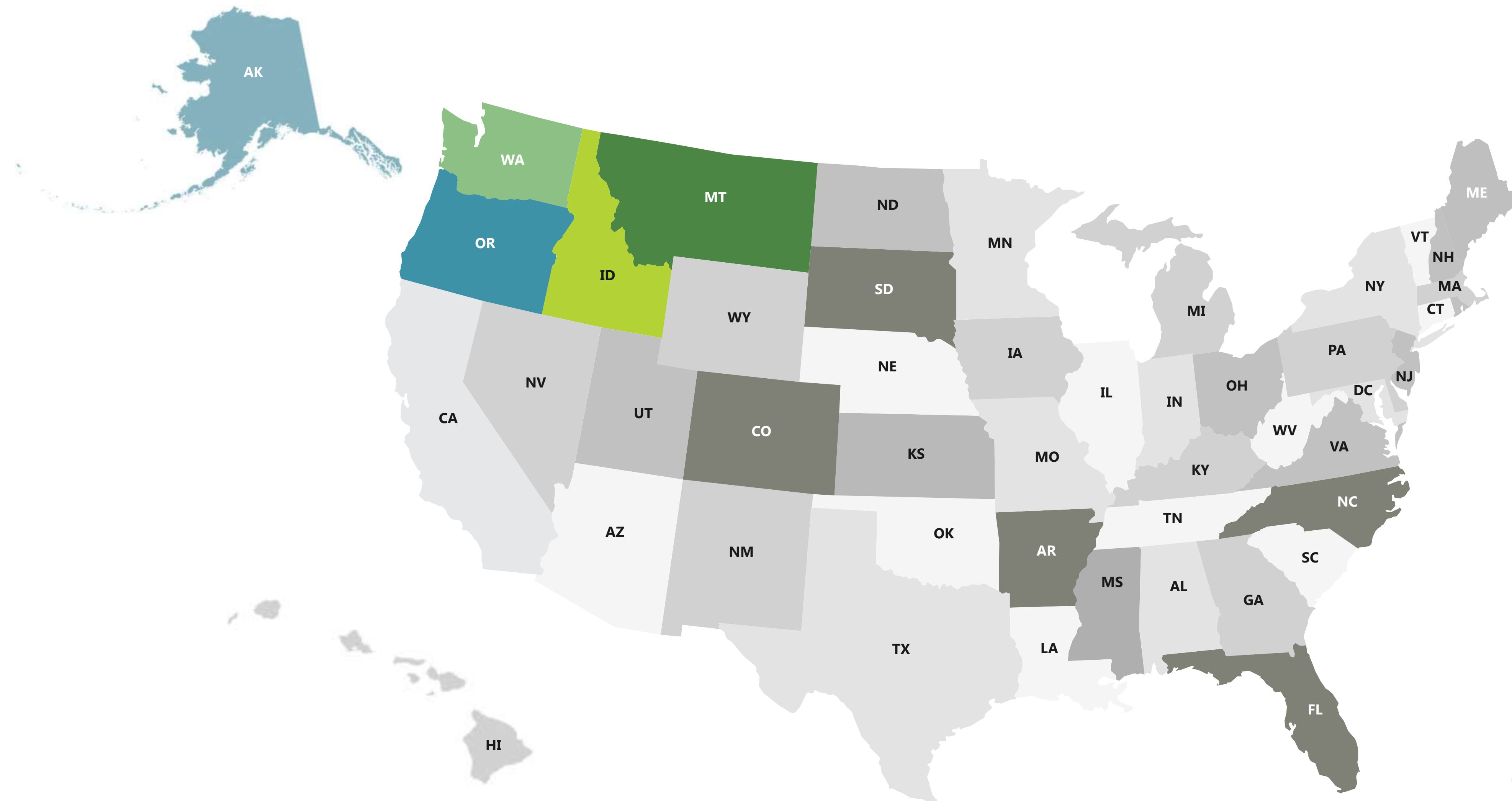
About REL Northwest

RELs partner with practitioners and policymakers to use data and evidence to help solve educational problems that impede student success. We do this by:

- Conducting rigorous research and data analysis
- Delivering customized training, coaching, and technical support
- Providing engaging learning opportunities



Our region



Session Goals

- Review evidence of how comprehensive financial aid and advising programs impact college completion
- Increase understanding of barriers to college completion and how comprehensive scholarship and advising programs support first-generation students' success from high school to college completion
- Explore the elements of in-person and virtual advising models that provide personalized, comprehensive support

Today's speakers



**Michelle
Hodara**

REL Northwest



**Pamela
Blumenthal**

Portland
Community
College



**Joshua
Laurie**

Portland
Community
College



**Oscar
Sweeten-
Lopez**

Michael &
Susan Dell
Foundation

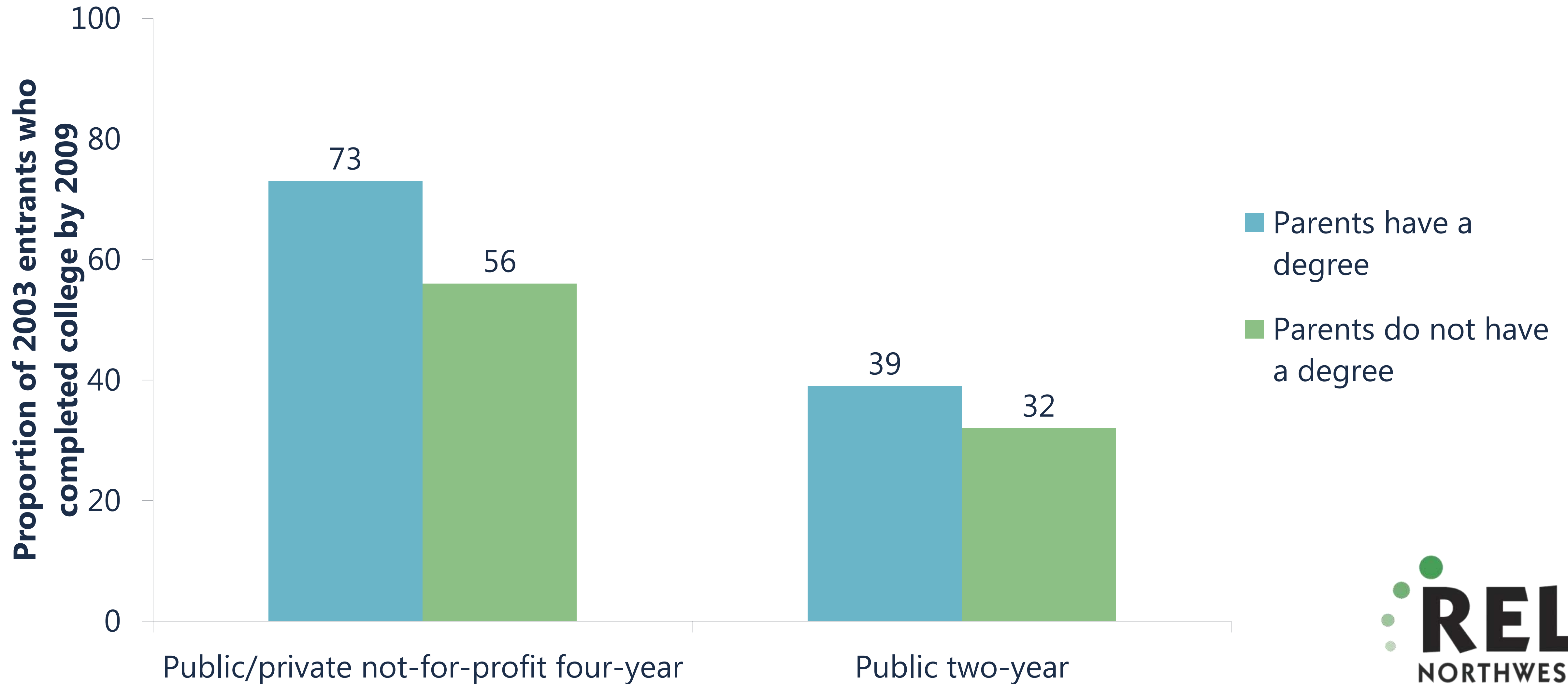


**Michelle
Hodara**

REL Northwest

Introduction to the research evidence

First-generation students have lower college completion rates



What does it take to enter and succeed in college?



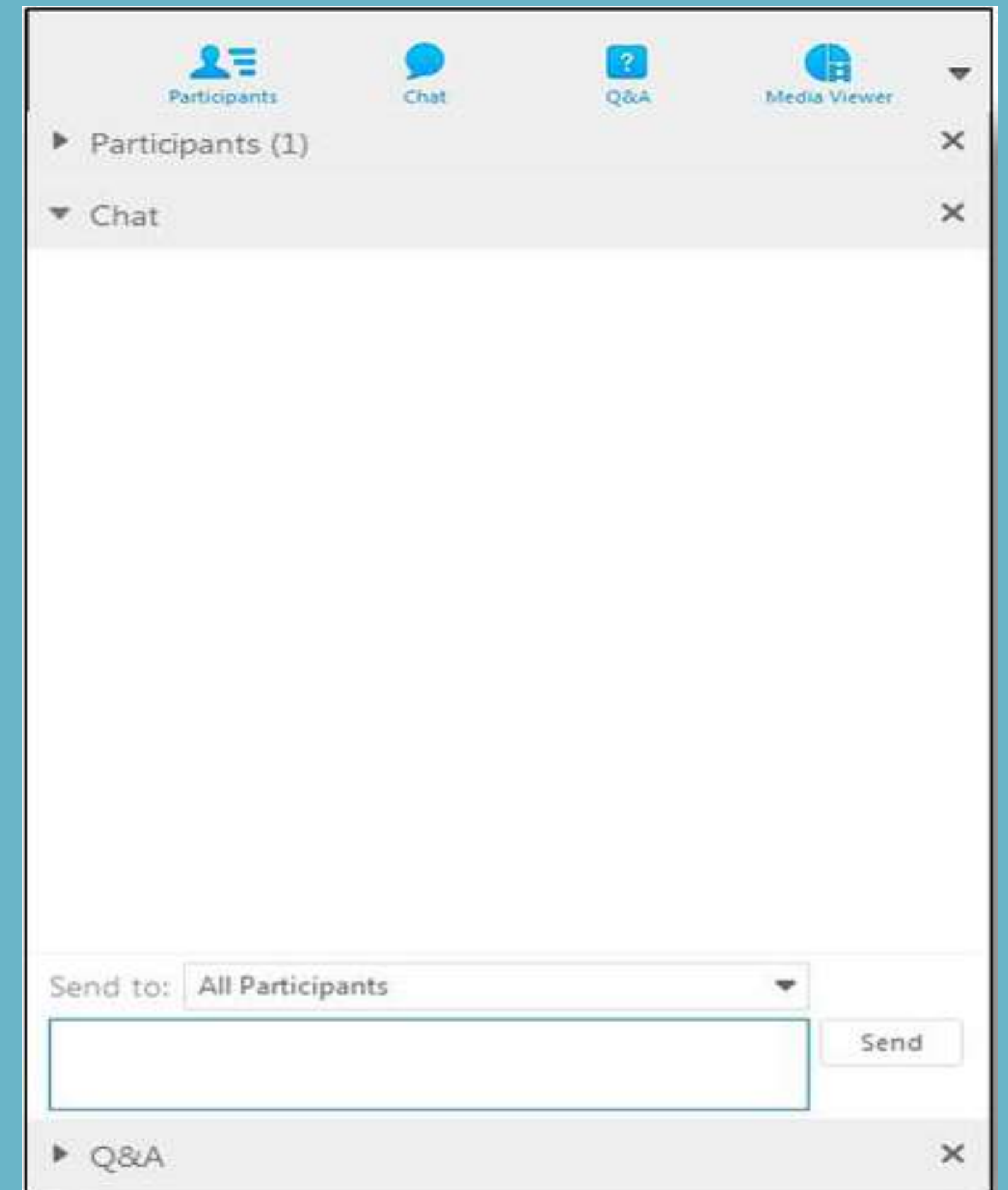
What do you think?



Use the Chat feature:

How much has the cost of tuition, fees, and room and board risen at higher education institutions since 2000?

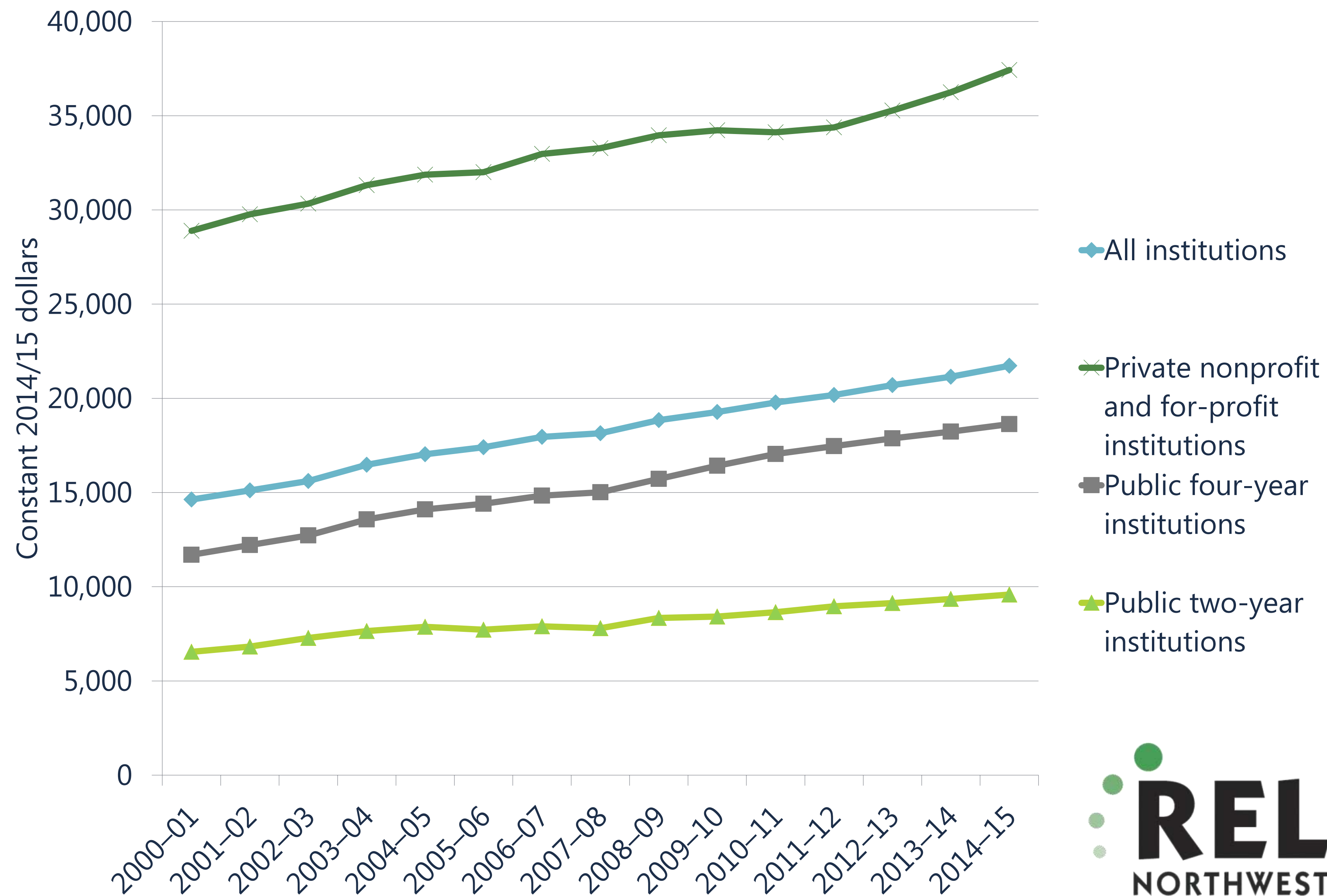
- (a) costs have doubled
- (b) costs have risen by one-half
- (c) costs have risen by one-quarter



College costs have risen by one-half

2014/15 average costs

- \$18,632 public four-year institutions
- \$9,586 public two-year institutions
- \$41,970 private nonprofit institutions
- \$23,372 private for-profit institutions

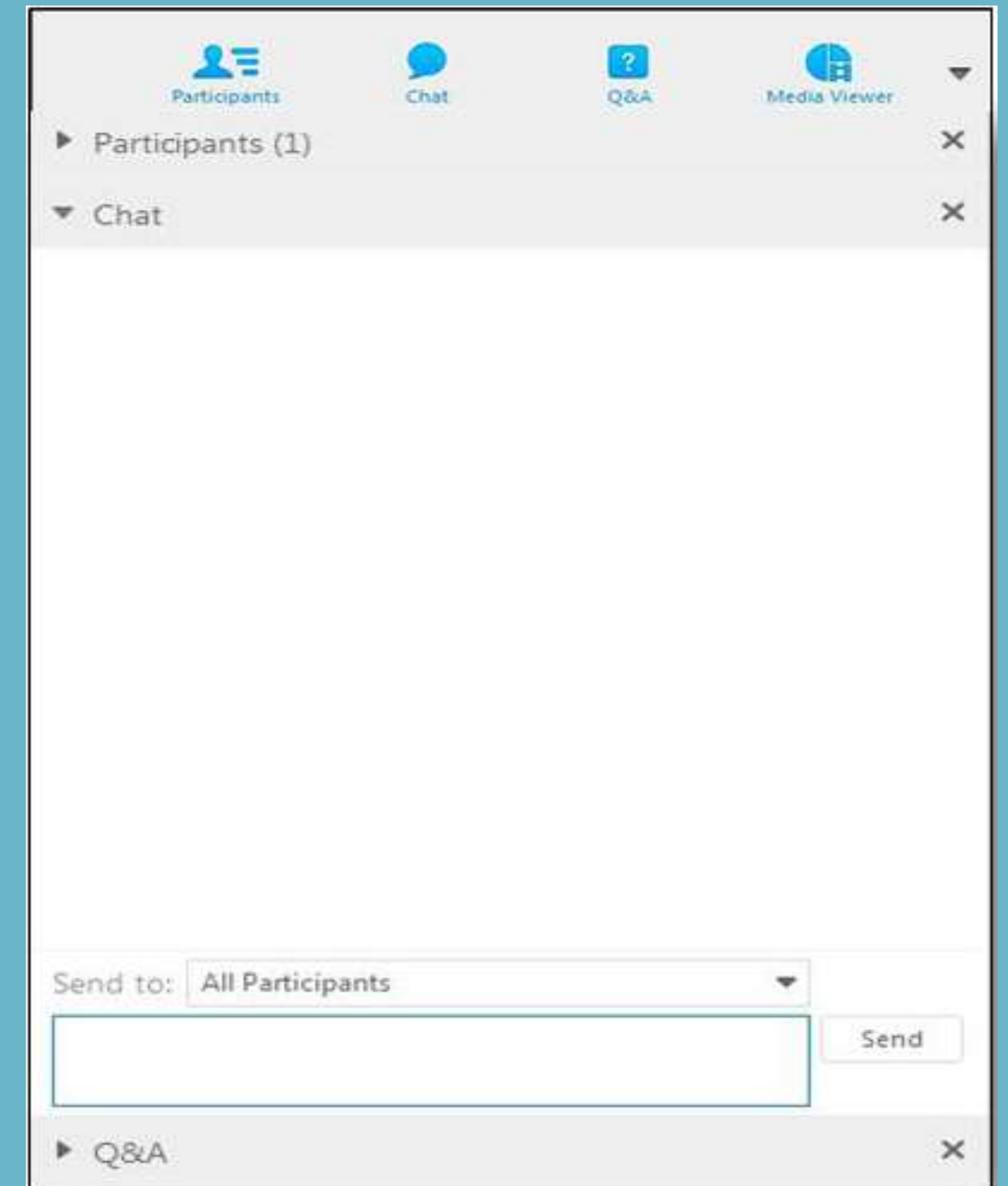


What do you think?



Use the Chat feature:

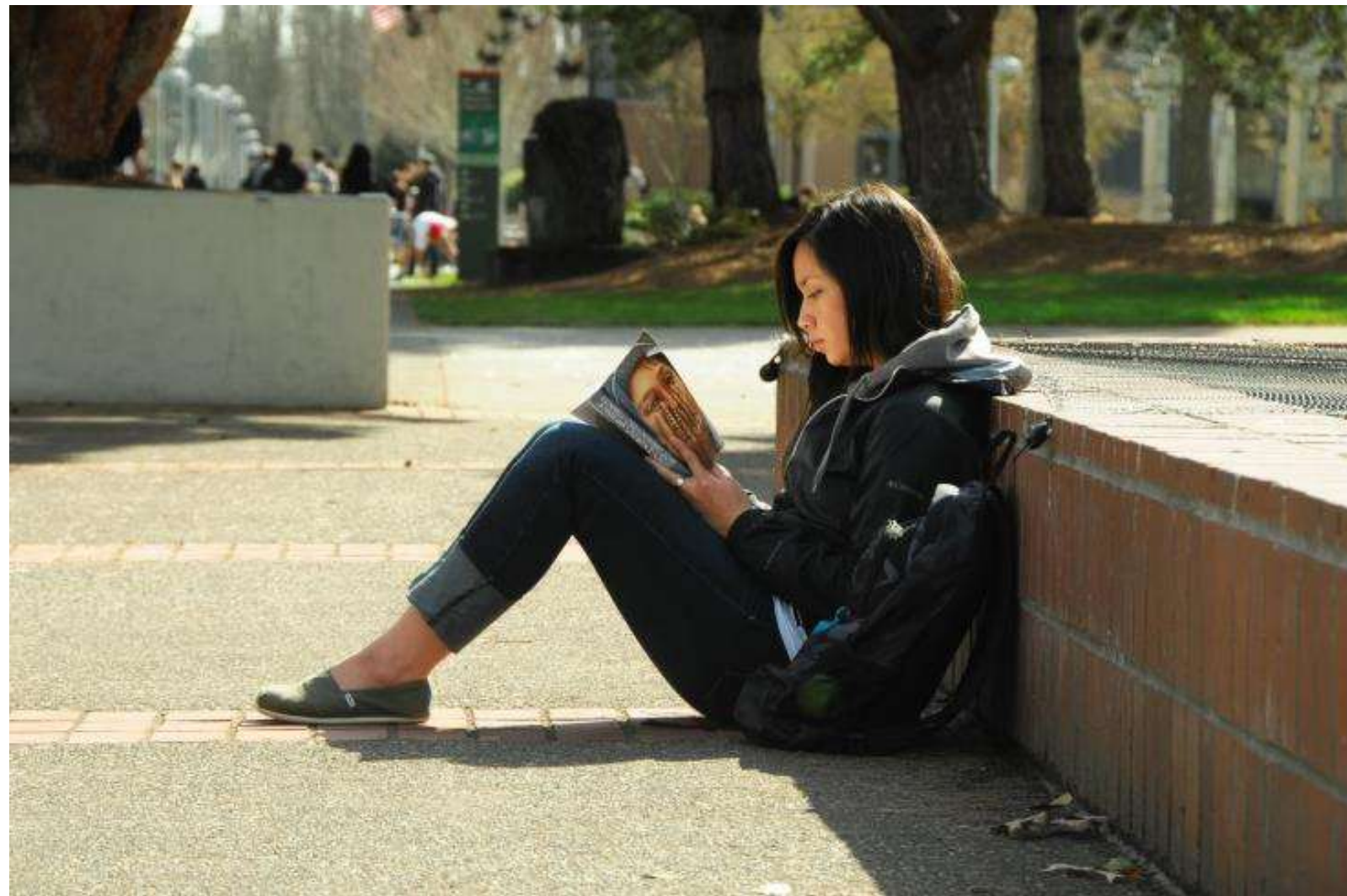
What specific resources and services do first generation students need to succeed in college?



Providing long-term financial and advising support addresses multiple barriers to college completion



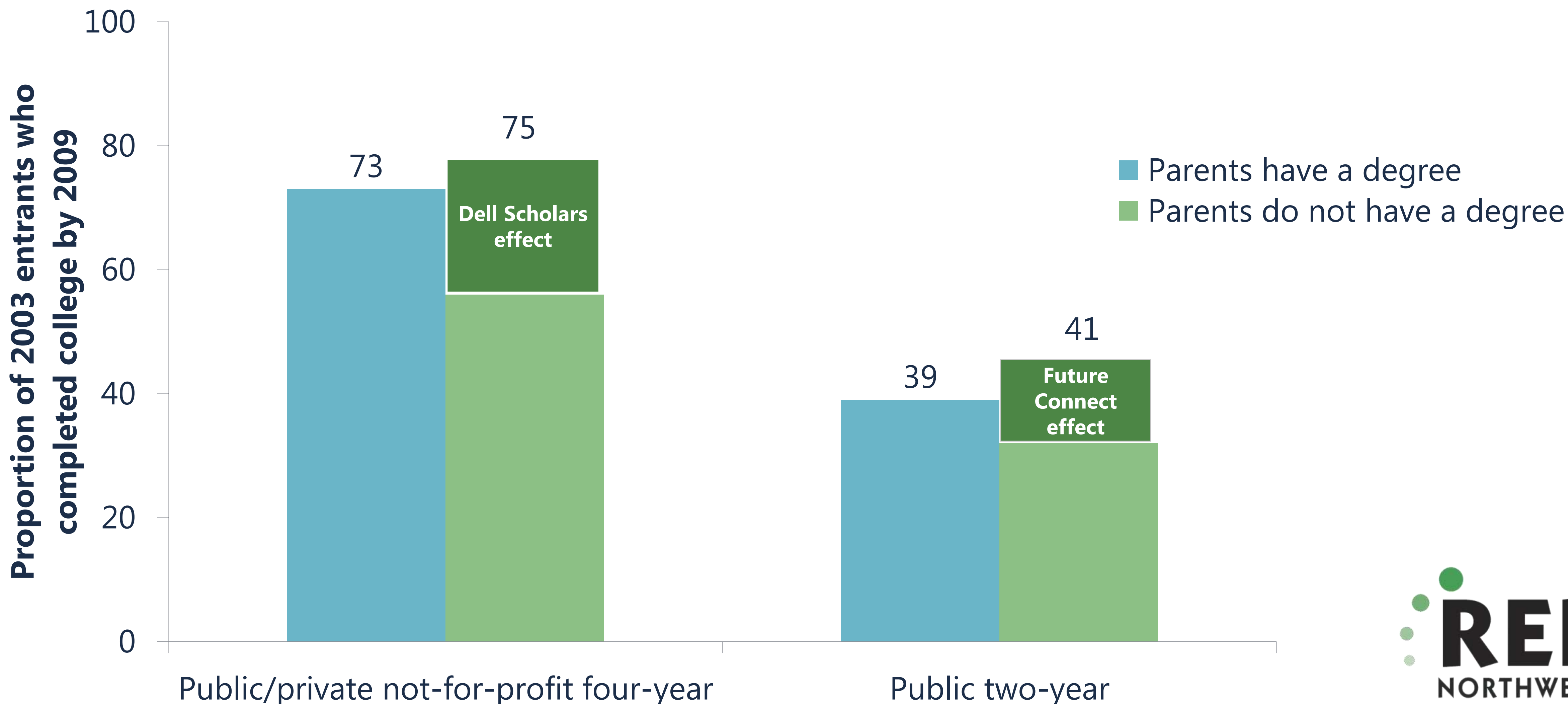
Comprehensive programs have a large impact on college completion



- Each program raised college completion rates by...
 - Future Connect: 9 points
 - CUNY ASAP: 18 points
 - Carolina Covenant: 8 points
 - Dell Scholars: 16–19 points



Dell Scholars and Future Connect essentially close gaps in completion



“Future Connect has helped me so much with my life, I can't make it into words. I am in college. I am so happy. My parents are happy. My siblings are happy. My friends are happy. My ancestors are happy, and most importantly, I am happy. I always knew I could do it. Future Connect helped me believe in myself.”





“I wouldn’t have been able to get where I am now without the help of the Dell Scholars Program. I am beyond grateful to have had their support.”



**Pamela
Blumenthal**

Portland
Community
College



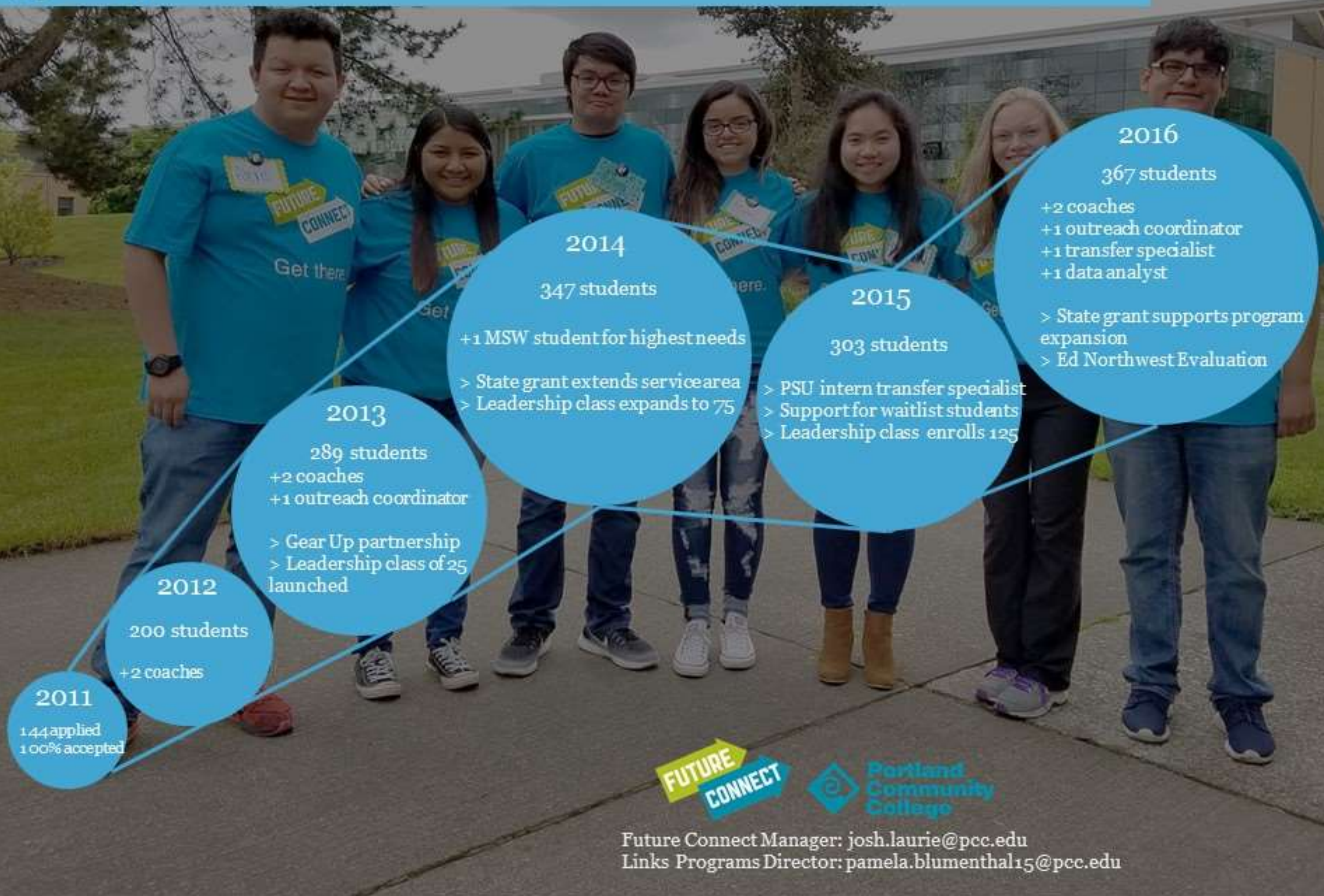
**Joshua
Laurie**

Portland
Community
College

Future Connect: A comprehensive in-person coaching model

FUTURE CONNECT PROGRAM GROWTH & EVOLUTION

(By Cohort)



Components of Future Connect



- High school outreach
- Summer workshops
- A college success coach
- Cohort classes taught by the success coach
- Scholarship support
- Leadership activities within the community

Early connection creates a sense of belonging



100+ @AlohaHighSchool seniors submitted @PortlandCC & OR Promise applications yesterday @Go2PCC @BeavertonSD #CAW



- Early connection to students in high school allows for connection to college resources prior to summer.
- Students build relationships with coaches throughout the summer as they develop a plan for college.
- Upon entering fall term, students build on that connection in free guidance classes that cover financial literacy, soft skills, and college culture.

“It’s kind of hard to get to know people at a community college. Future Connect has provided me with the opportunity to get to know and relate to other students that understand what it’s like to be a first-generation student at PCC. Most of us really didn’t know anything about college. It’s kind of nice being able to take a class together and knowing that we’re all on the same page.”

Coaches are advisers



- Coaches advise students on classes and schedules
- Coaches carry a caseload of about 125 students, including 50 first-year students, and approximately 40 second-year students and 30 third-year students
- Coaches are cross-trained in financial aid, advising, and resource support

“At first I had no idea how to navigate college. My Future Connect coach helped me with financial aid and guided me through all the challenges in college. I am now a sophomore at PCC, studying to become an environmental camp leader. Because of Future Connect I am close to completing my associate degree and have plans to transfer to a university.”

Coaches are instructors

- Coaches create syllabi and courses built around College Guidance Core Outcomes
- Coaches teach two sections to new students during fall and winter term
- These cohort classes allow for biweekly check-ins during the first year of college



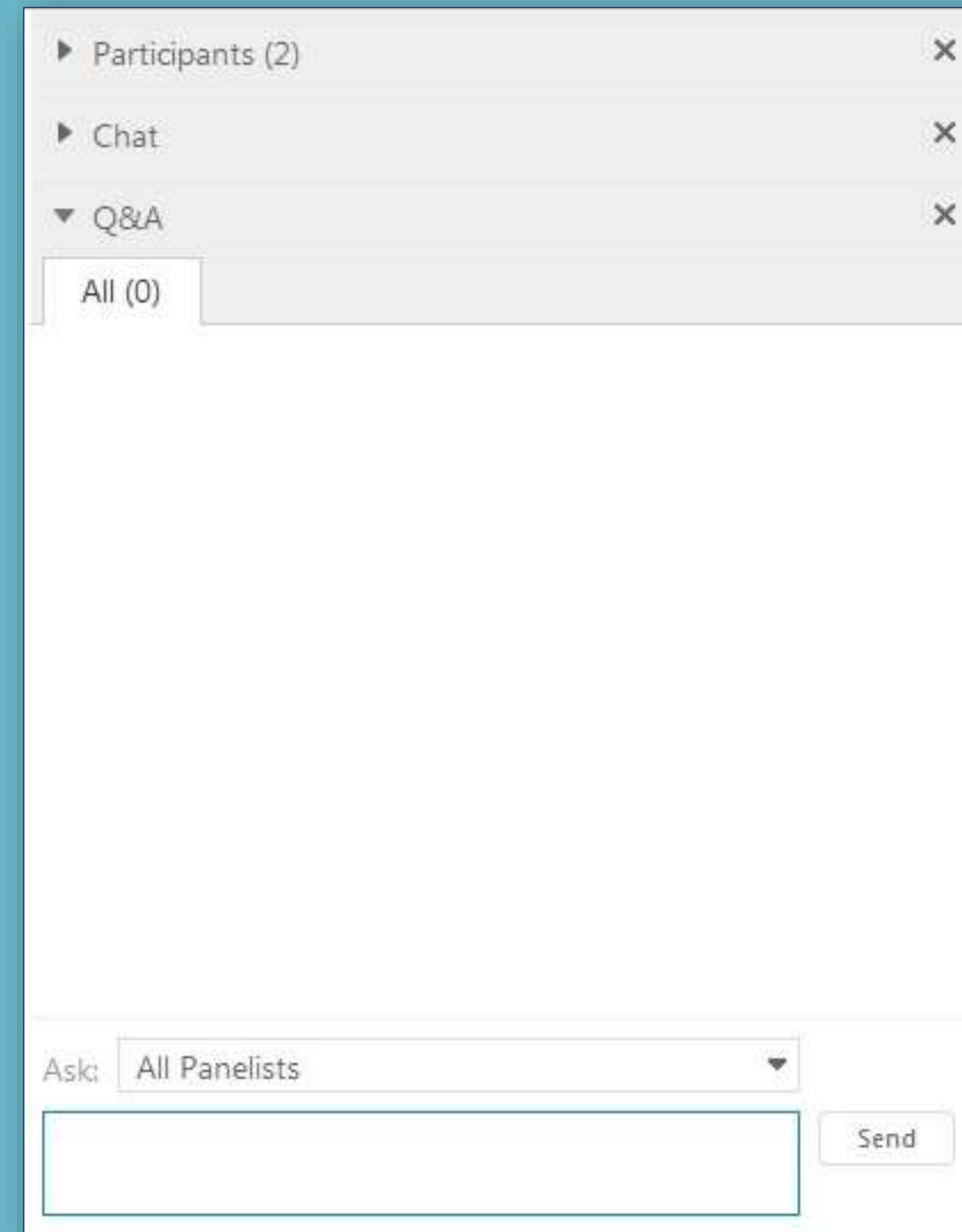
Coaches are resource advocates



- Coaches have drop-in space for students to access basic food needs and bus tickets
- Coaches are connected to resources in the community (housing, shelter and food, DHS)
- Coaches act as guides when students re-enter college

Got a question about Future Connect?

Use the Q&A feature located in the bottom right corner of the screen. Please ask “All Panelists”



The screenshot shows a user interface for a Q&A session. At the top, there are three tabs: 'Participants (2)', 'Chat', and 'Q&A'. The 'Q&A' tab is selected and expanded, showing a sub-tab 'All (0)'. Below the tabs is a large white area for questions and answers. At the bottom, there is a section labeled 'Ask:' with a dropdown menu set to 'All Panelists'. Below the dropdown is a text input field and a 'Send' button.



Dell Scholars Program: A virtual data-driven support model

**Oscar
Sweeten-Lopez**
Michael & Susan
Dell Foundation

3,000+ scholars
over 11 years

First in family to go to college:
95%

Average family income: \$27k

Graduates to date: 1,823

Who are the Dell Scholars?



> 600 Colleges

1,899 @ *Public*

1,149 @ *Private (not for profit)*

5 @ *Private (for profit)*



Dell Scholars selection process



Nov



>30k start
application
process



Jan



8,000+
complete the
application
process



Mar



1,200 are semi-
finalists - 'read'
for finalists



Apr



400 are selected
as Dell Scholars



“We are more than a check.
You are not alone.”

– Ninfa Murillo, Dell Scholars
Retention Officer

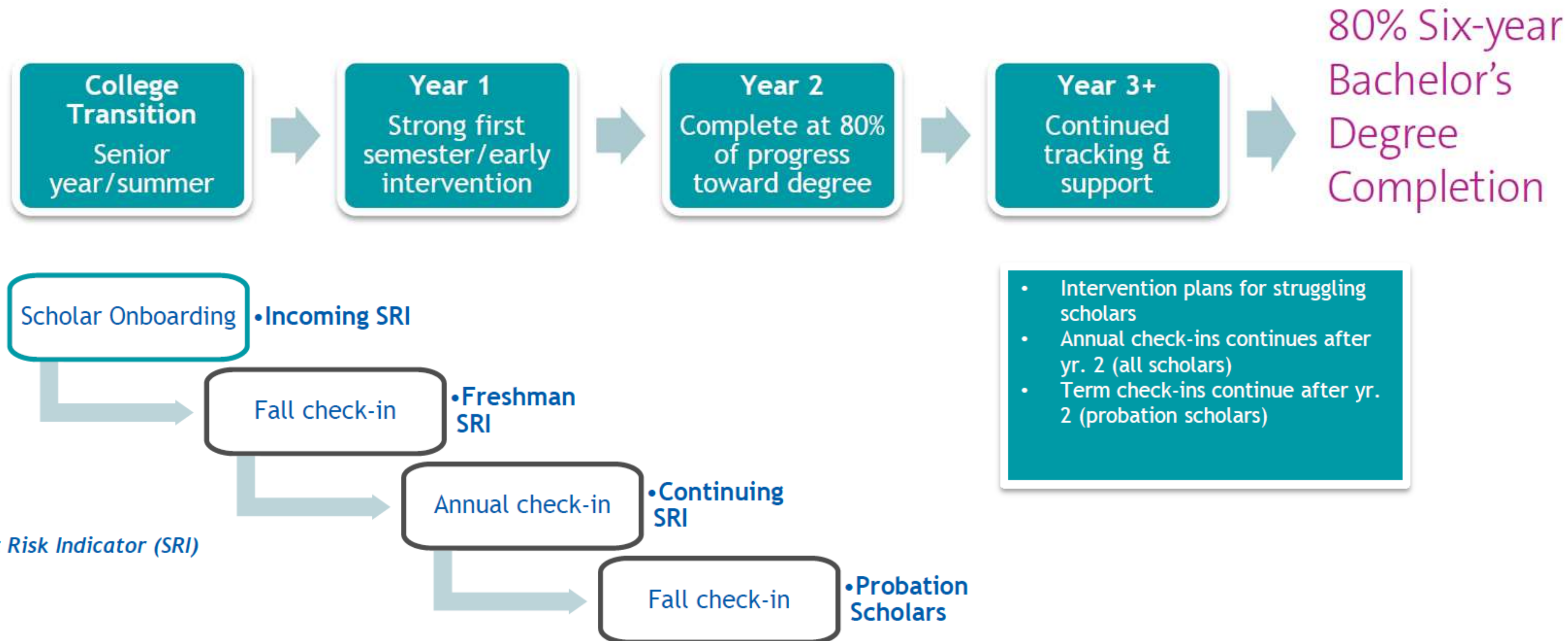
- \$20,000 scholarship
- Laptop computer
- Textbook support
- “... ongoing support and assistance to address the emotional, lifestyle, and financial challenges that may prevent scholars from completing college. These pressures range from dealing with stress, to getting out of debt, to managing child care and dealing with life circumstances as they arise.”

Funder & Practitioner - Dell Scholars College Completion Model

Comprehensive knowledge of scholar challenges has shaped program model - focus on college transition through second year



Critical Timeframe



Leveraging technology to provide high-engagement support



Data collection and review workflows



Automated Student Risk Indicator (SRI) algorithm

The screenshot shows an 'SMS Message Scholar' form. Fields include 'Link to:' (Intervention), 'Persistence' (Yes/No), 'Contact:' (Academic Advising), 'Persistence Categories:' (Academic Advising), 'To:' (3102958729), 'From:' (+15123779009), and 'Text:' (118 characters remaining, 'Confirming our call at 3pm this afternoon.').

Integrated text and email messaging

Task Status	Title [Category]
New	Please upload your degree audit after you change your major. [Renewal]
New	Please upload your transcript. [Check Request]
New	Please Upload Your Financial Aid Award Letter [Check Request]
New	Please upload your Student Aid Report. [Check Request]
Read	Please upload a copy of the organizations IRS determination letter & a letter from your supervisor [Document Upload]

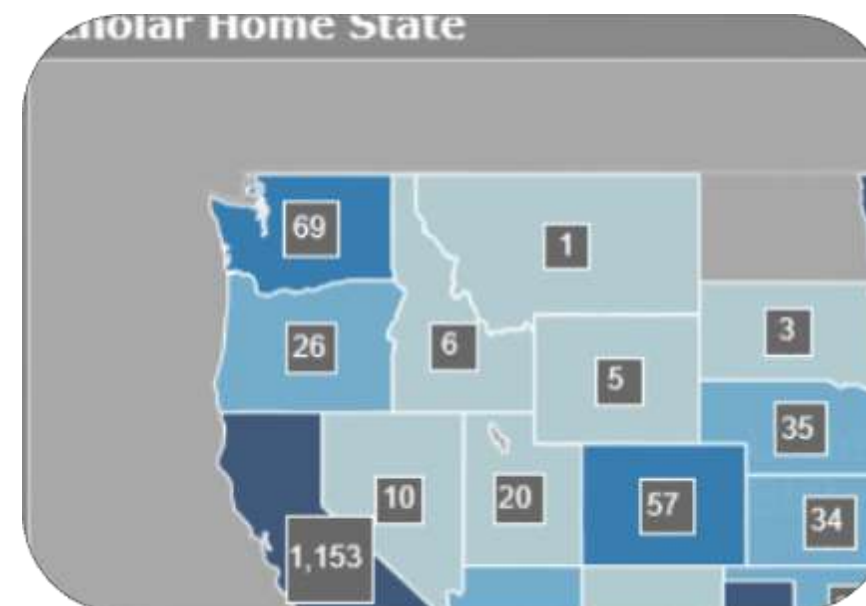
Integrated staff and student task tracking features

Title
Scholar Sponsored Dinner
Position Information Session 2016
Dinner 2015
Alumni Houston Social Event

Event scheduling and attendance tracking

The screenshot shows a 'Comprehensive student profile' for 'Oscar Sweeten-L' at 'Portland Community Coll'. It includes a profile picture, a '2-yr, Quarter, Public, m' status, and an 'AVID' section with a table showing '9' and '10'. A yellow warning icon is also present.

Comprehensive student profile



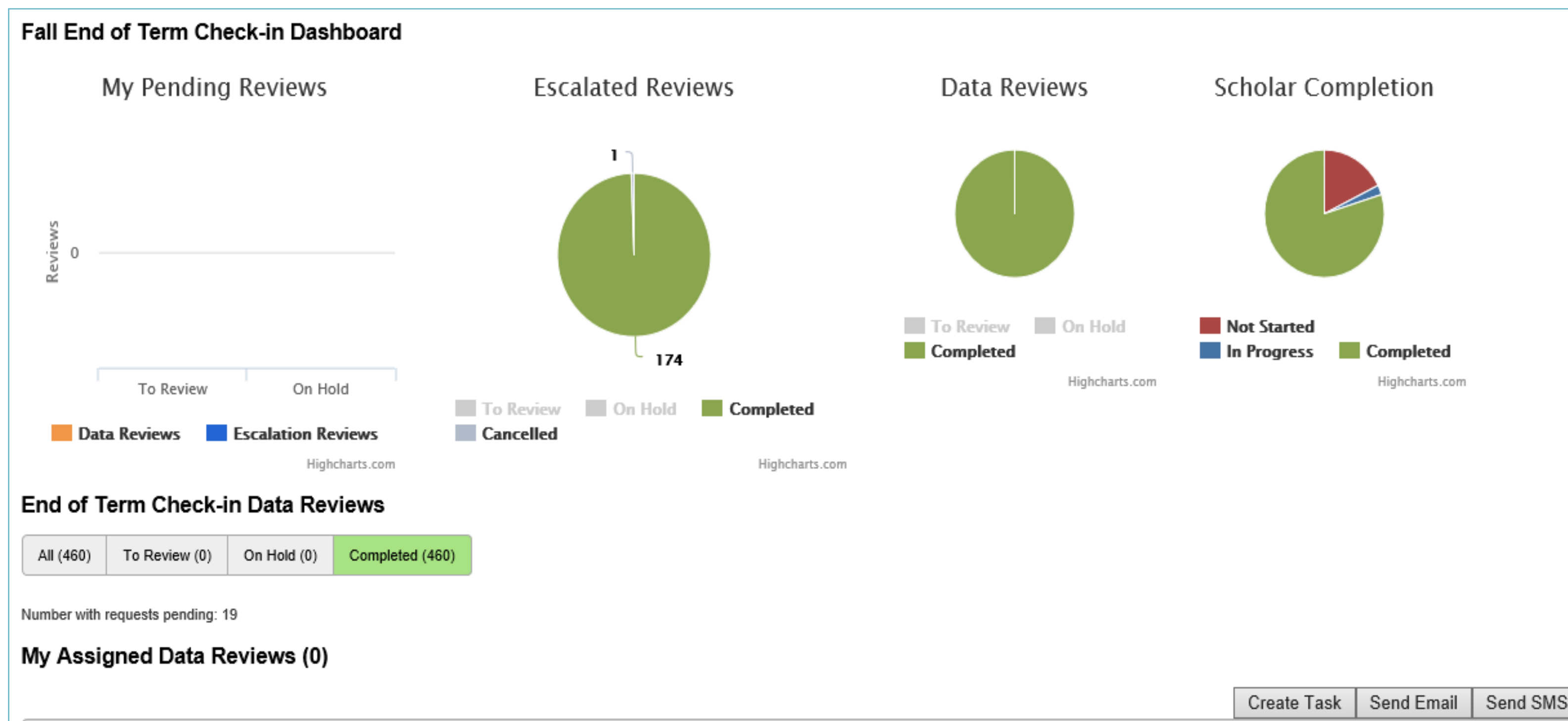
Advanced reporting

The screenshot shows a 'Private student portal' interface. It has a navigation bar with 'Tasks', 'Events', 'Documents', and 'Resources'. Below the navigation bar, there is a section for 'Pending Tasks and Notifications' with a list of tasks, including 'Test New!' and 'test New!'. A 'View all Tasks' link is also present. Below that, there is a section for 'Upcoming Events' with the text 'No upcoming events.'

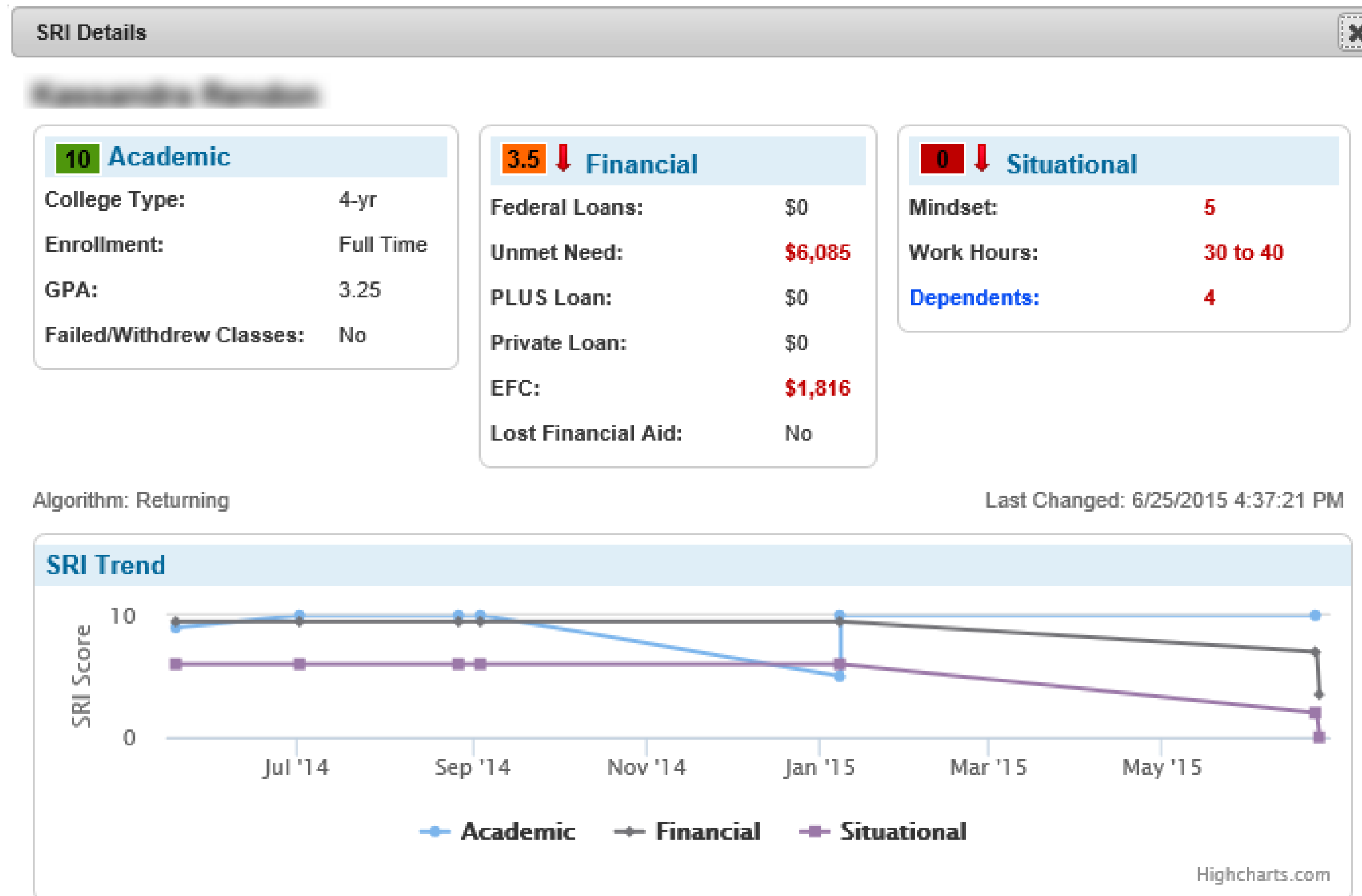
Private student portal

Data collection and review workflows

Dell Scholars complete check-in surveys so staff can track progress and prioritize outreach to those who are struggling



Automated Student Risk Indicator (SRI) algorithm



Survey data automatically calculates risk across three categories:

- Academic
- Financial: paying for college
- Situational factors: family/life

Communication is key

3/28/2016	Hi [redacted] sounds good. I will call you tomorrow before I approve the check request. Enjoy your spring break! -Sana, DSP Staff View -Sana
3/25/2016	So they are saying I will be covered with financial aid so I would like to have half of the summers session funds for this quarter View
3/25/2016	Anytime is fine View
3/25/2016	Hi [redacted] what is a good time to call you today? -Sana, DSP Staff View -Sana
3/24/2016	Yes they allowed me up to 5500 without displacement And no adjustments for the spring quarter View
3/24/2016	Hi [redacted] I will call you tomorrow. -Sana, DSP Staff View -Sana
3/22/2016	Thank you View
3/22/2016	How at 2pm. Does that work? Also is this a good number to call? -Sana, DSP Staff View -Sana
3/22/2016	10:30 am or after 1:30 pm View
3/22/2016	Hi [redacted], how are you doing? We received your email regarding your pending check requests. Are you available to talk over the phone tomorrow? -Sana, DSP Staff View -Sana
7/1/2015	Hello Scholars, if you run into SAR upload issues during renewal, refer to the email sent out yesterday for troubleshooting options. Thanks, Dell Scholars View -Adil
5/1/2015	Today is the deadline for winter check-in. Must complete to remain in good standings with program. Contact us with any issues completing. Thanks Dell Scholars View -Sonja
4/27/2015	Reminder deadline to complete winter check-in is May 1. Must complete to be in good standings with program and receive funds. Thanks Dell Scholars Program View -Sonja
4/1/2015	Winter check-in is open. Log into your connect site to complete. Spring checks will remain on hold until this process is complete. Thanks Dell Scholars View -Sonja
10/22/2014	Hope all is well! Are you struggling to adjust to campus or classes? Contact us, we are here to help. Dell Scholars, [redacted] View -Ninfa

System can send bulk text messages to large groups of scholars

Log of all sent and received text messages are captured in the student profile

- Integrated text and email helps document all student contact in the system
- Texting students is definitely their preferred method of contact and increases response rates dramatically over email

Integrated staff and student task tracking features

My Tasks (2)

Ready for Review (1)

Overdue (25)

Message to Admin (0)

Administrator Tasks (3)

Administrator Tasks (2)

Assign Reviewer to Self

Send Email

Send SMS

Scholar Sheet

Create Task

Add to Watch List

Manage Tags

<input type="checkbox"/>	A F S	Scholar Name	Year	Scholar Status	Task Status	Title [Category]	Assigned To	Admin Owner	Due On	Review Status	Created By
<input type="checkbox"/>	<div></div>			<div>Leave of Absence</div>	New	Let's connect for a plan of action for [Academic]	Admin	Sana Meghani	3/25/2016	Not Applicable	<div>Ninfa Murillo</div>
<input type="checkbox"/>	<div></div>			<div>Leave of Absence</div>	New	Check that funds from spring 2016 have been credited back to account. [Check Request]	Admin	Sonja Demps	4/22/2016	Not Applicable	<div>Ninfa Murillo</div>

Administrator Scholar Process Tasks (1)

<input type="checkbox"/>	A F S	Scholar Name	Year	Scholar Status	Task Status	Title [Category]	Assigned To	Admin Owner	Due On	Review Status	Created By
<input type="checkbox"/>	<div></div>			<div>Leave of Absence</div>	New	Get update on fall 2016 enrollment plans. Scholar is 2 courses away from graduation. [Academic]	Admin		6/1/2016	Not Applicable	<div>Sana Meghani</div>

Assign Reviewer to Self

Send Email

Send SMS

Scholar Sheet

Create Task

Add to Watch List

Manage Tags

Schedule an Appointment

Due On Apr 08 2016

Hello Oscar,

Please use the TimeTrade link to schedule an appointment to review your transfer plan. As we get closer to the end of the semester, we want to ensure everything is set for your successful transfer in fall 2016.

Thanks,

Dell Scholars Team

Can't complete the task? Trouble completing the task? Send us a message:

How to Schedule an Appointment

1. Go Schedule Appointment Now

2. Come back here and tell us when your appointment is: Scheduled Date & Time

SUBMIT

- Program staff can track and manage all their student support efforts in the system
- Students can be assigned tasks related to their student support plans

The logo for REL Northwest, featuring the word "REL" in a large, bold, black sans-serif font, with "NORTHWEST" in a smaller, bold, black sans-serif font directly below it. To the left of the text are four green circles of varying sizes arranged in a vertical line.

Event scheduling and attendance tracking

Upcoming Events

1

Resume Round Up

[RSVP Now!](#)

4/9/2016 18:00-20:00 | Student Union - Room 100

Bring your resume and receive expert advise from a diverse group of Human Resource professionals. Get one-on-one feedback on to improve your resume so you stand out from the crowd. Don't have a resume yet? No worries. Work with our volunteers to develop one.

View all Events

Resume Round Up

Date

4/9/2016 6:00 PM - 8:00 PM

Description

Bring your resume and receive expert advise from a diverse group of Human Resource professionals. Get one-on-one feedback on to improve your resume so you stand out from the crowd. Don't have a resume yet? No worries. Work with our volunteers to develop one.

Venue

Student Union - Room 100

[map](#)

Will you attend? *

Yes

Comment

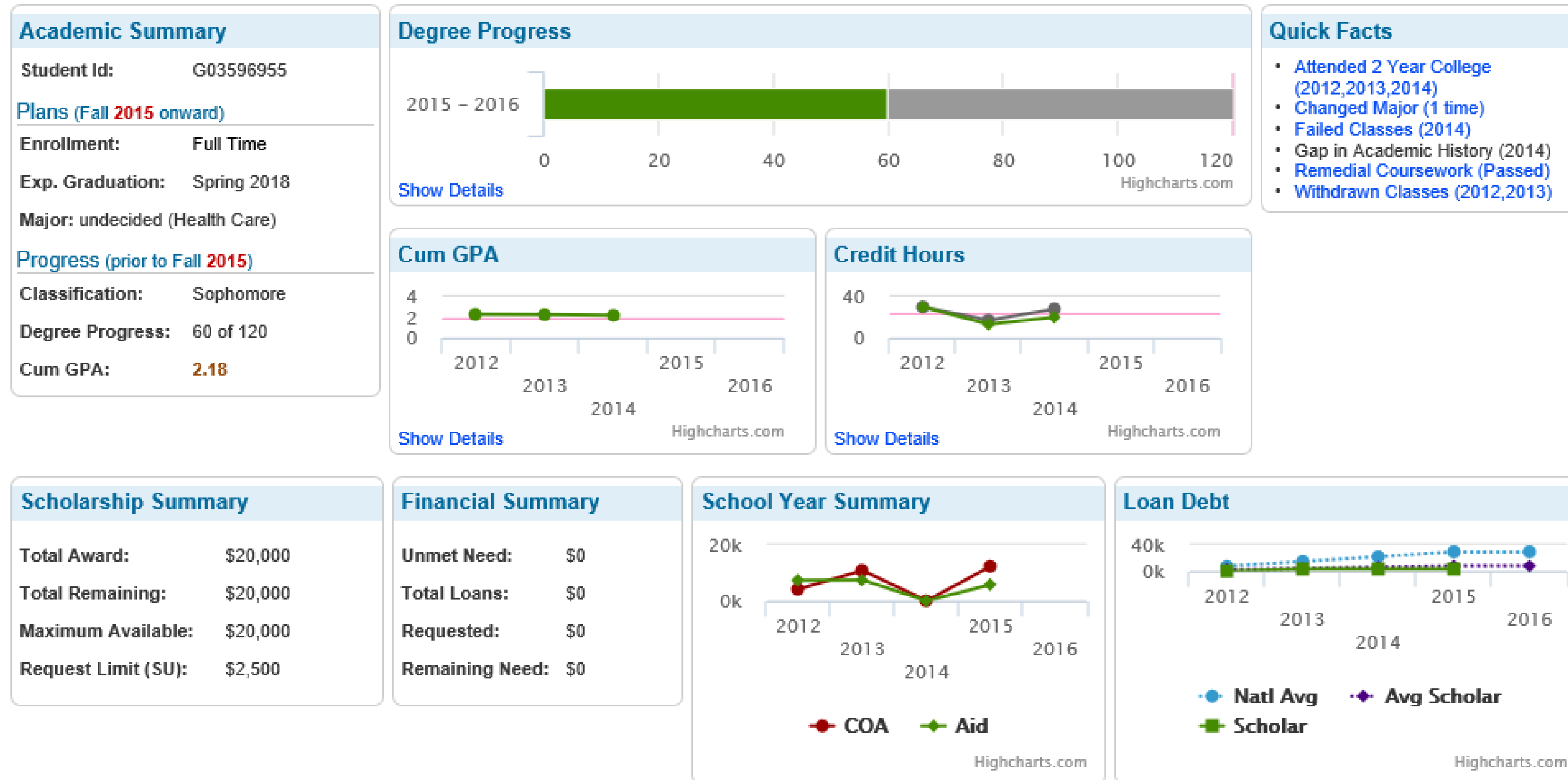
175 characters remaining

Thank you for organizing this workshop. I really need help with my resume!

Reply

- Staff can create events from the administrative portal and invite students
- Students can view the events on their Dell Scholars Connect portal and RSVP
- Automatic reminders are sent leading up to the event

Comprehensive student profile



- At-a-glance view of critical academic and financial affordability indicators on the student's profile landing page
- Dashboards quickly summarize progress toward degree completion

Got a question about the Dell Scholars Program?

Use the Q&A feature located in the bottom right corner of the screen. Please ask “All Panelists”

Participants (2) x

Chat x

Q&A x

All (0)

Ask: All Panelists ▼

Send



Based on what you
learned today, what
will you do next?

Thank you for participating!

Learn more

Learn more about Future Connect and Dell Scholars Program at:

<https://www.pcc.edu/future-connect/>

<https://www.dellscholars.org/>

Email Michelle Hodara at:

Michelle.Hodara@educationnorthwest.org

for information about the research evidence.

We will notify you via email when a recording of this webinar is available.



Contact us



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